

Troubleshooting Parallels Desktop for Chrome OS Enterprise and Education Edition and Windows image installations issues

- Parallels Desktop for Chrome OS Enterprise and Education Edition

This article lists possible troubleshooting steps for Parallels Desktop installation or startup issues and errors description when a Windows image is downloaded on a Chromebook.

Troubleshooting Parallels Desktop startup and installation

If you performed all configuration steps, but the Parallels Desktop icon doesn't appear on a Chromebook or Parallels Desktop doesn't start as intended, you can look at the Chrome policies to identify a possible issue. To see Chrome policies, open Chrome browser and enter the address: `chrome://policy` . On the **Policies** page, look for the policies as shown on the screenshot below. If any of the policies are missing or their values are not as shown, something went wrong and you will need to correct it.

The policies on the screenshot above are:

- **PluginVmAllowed**: This is an internal policy that should always be set to "true" if the Chrome device supports running Parallels Desktop. If the device meets the requirements, but the policy is set to "false", the issue should be reported to Google for investigation.
- **PluginVmImage**: If this policy is missing or doesn't contain the value similar to what is shown on the screenshot, it means the Parallels Desktop Windows image specifications are missing. For details visit [KB 125115](#).
- **PluginVmUserId**: If this policy is missing then the license is not enabled for the organizational unit to which this user belongs.
- **UserPluginVmAllowed**: If this policy is missing or is set to "false", verify that users are allowed to use Parallels Desktop. For details visit [KB 125115](#).

If the last three policies are absent in the list, this means that your user does not belong to the corresponding organizational unit where Parallels Desktop has been enabled.

When you correct an issue in the Google Admin console, refresh the **Policies** page on a Chromebook to see if the issue was resolved.

Policy **VmManagementCliAllowed** is also required for running `vmc` command in `crash` (the "value" field should be set to "true"). If this policy is not set, command line access is restricted for user. As a result you will see the following error when executing `vmc` command: `This command is not available`
For more information on this policy please refer to [Google Help page](#)

Troubleshooting Error Codes when downloading a Windows Image

When you specify Parallels Desktop Windows image properties, make sure that all information is entered correctly. If configured incorrectly, an error code will be shown to a user when they try to download and run the Parallels Desktop Windows image on their Chromebooks. The error codes are described below.

- **Couldn't set up Parallels Desktop because of a configuration problem. Please contact your administrator. Error code: 4.**

The error is shown when the Windows image URL string has an error in it (e.g. a typo). For example, the semicolon is missing after "http", such as `http//example.com/file.zip`.

- **Couldn't install the virtual machine because of a network error. Please try again, or contact your administrator. Error code: 8.**

This error is shown if a network problem prevents the image to be downloaded to a Chromebook. One other possibility is when the Windows image URL contains a port number, but the specified port is wrong, e.g. 8080 instead of 80.

- **Couldn't set up Parallels Desktop because of a configuration problem. Please contact your administrator. Error code: 10.**

This error means that the SHA-256 hash didn't match the hash of the downloaded file. There are three possible causes: incorrect hash specified by the admin, data corruption during transfer, wrong Windows image file.
